

Platform Engineering Lead



Purpose

The purpose of this role is to provide technical ownership and people leadership within a given technology domain and group of platforms/services, with a focus on operational excellence, technology enablement, continuous improvement & risk reduction.

This role is responsible for leading the team, directing implementation and support of the platform and services, ensuring a robust and reliable platform for the delivery of new and/or improved experiences for our customers, as well as providing guidance and knowledge of the platform operations and capabilities for other teams

Role dimensions

- **Reports to:** Head of Core Banking Platforms
- **Department:** Technology Services
- **Location:** New Plymouth, Auckland or Wellington
- **Direct Reports:** Yes
- **Financial Authority:** N/A

Person specifications

- 7+ years experience working as a Technology or Platform Lead, preferably in financial services industries
- Experience leading and/or contributing to the success of technology platform operations, resilience and continuous improvement
- 2+ years experience in a leadership role, with demonstrated mentoring and capability growth experience
- Sound communication and stakeholder management, with effective problem-solving capability

Role specific areas of responsibility

- Create and nurture trusted relationships with key stakeholders, to maximise collaboration and co-ordination across operational and change delivery teams.
- Establish, maintain & refine the relevant platform vision and solutions roadmap to optimize platform capability, resiliency and performance that clearly links platform capabilities and operations to business strategies & outcomes
- Ensure platform backlog items are clearly articulated, providing clarity for teams during iteration planning activities to ensure value and scope is clearly understood
- Lead the adoption, education of relevant platform capabilities across relevant business stakeholders to ensure projected value propositions are met or exceeded
- Work closely with the team members to support and facilitate the achievement of agreed outcomes, and the continuous improvement of both platforms and people through coaching & advice
- Provide direct people leadership to those within your platform team, effectively managing capacity & capability, providing mentoring and coaching to develop a high performing team
- Actively encourage and facilitate the development of self and others. Seek opportunities for continuous professional development, guidance and feedback on performance, while building and maintaining high levels of team engagement and motivation
- Manage on-call rosters such that they are appropriate to cover 24x7 support for the Bank's operations and provide escalated 24x7 support for incident resolution

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.